# State of Delaware

## Aflac Group Enrollment Process

Newly hired and newly benefit-eligible employees may apply for Supplemental Benefits by Aflac within **60 days** of becoming eligible for benefits.  Employees who do not elect coverage during their initial enrollment period will be considered a Late Enrollee and will not have an opportunity to enroll until the Annual Open Enrollment.  *Late Enrollees applying for coverage may be subject to approval based on answers to health questions*.

Additional Information regarding the Supplemental Benefits by Aflac is available at **www.ben.omb.delaware.gov/aflac-supplemental-benefits**.

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Go to **https://delaware.hrintouch.com** to access the Delaware Aflac Information Site.

## Aflac.
### Welcome to the Delaware Aflac Information Site!

-New Users will be prompted to "Create an Account" using a "substitute Social Security Number". Be sure to write down your "substitute Social Security Number" as you will need it throughout the "Create an Account" process.
**Please Note**: Creating an account does not mean that you are enrolling in coverage.
-Returning Users should "Log in" using previously registered account information.

### Log in to your account

Username*

Password*

**Log in**

Can't access your account? ▶

Create an account ▶

**Supported Browsers**

Learn about Officially Supported Browsers

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**State of Delaware employees:**
Use the following information: 000 + your 6 digit Employee ID *(this is referenced as your SSN on the next screen)*.

**University of Delaware employees:**
If your Employee ID is 9 digits, use 666 + last 6 digits of your Employee ID *(this is referenced as your SSN on the next screen)*.
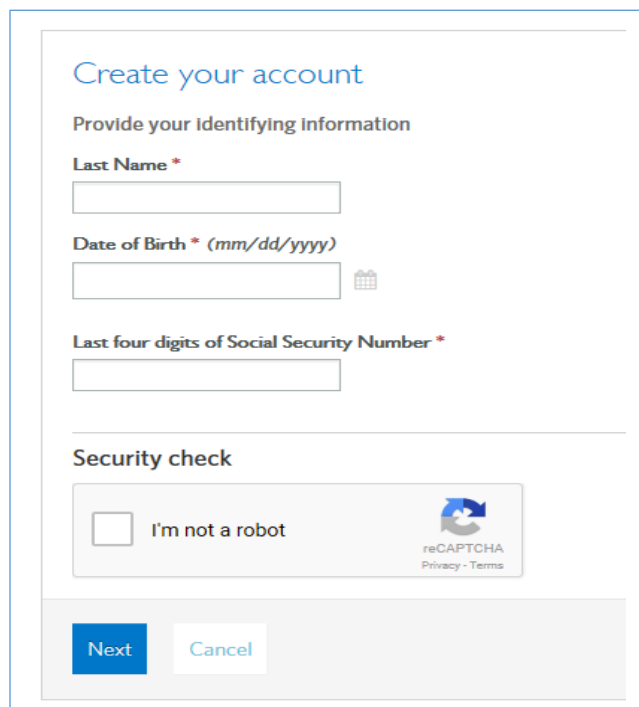If your Employee ID is 5 digits, use 6660 + your Employee ID.

**New Users Creating an Account:**

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**Employee will provide identifying information**:
- Last Name
- Birthday (MM/DD/YYYY)
- Last 4 digits of Substitute Social Security Number
(**this will be the last 4 digits of your EMPLID**)

**Complete the "I'm not a robot" Security Check**

**Click** *"Next"*

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Create your account

Provide your identifying information

Last Name *

Date of Birth * *(mm/dd/yyyy)*

Last four digits of Social Security Number *

Security check

I'm not a robot
reCAPTCHA
Privacy - Terms

Next    Cancel

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*The last name provided to Aflac is exactly as entered by your Human Resources Office. This will include initials, hyphenations, pre-fixes, suffixes, etc.* **For Example***: If your last name is Smith Jr and you only enter Smith, the system will not recognize you.*

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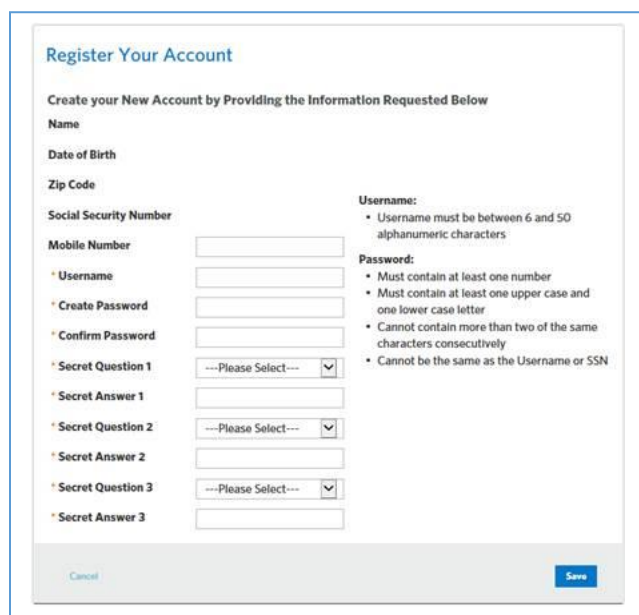
**Employee must Register Account**:
- Mobile Number (optional)

**All required fields are indicated by a red asterisk (*).**
- Username
- Create and Confirm Password
- Select and Answer three (3) Security Questions

**Click** *"Save"*

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Register Your Account

Create your New Account by Providing the Information Requested Below

Name

Date of Birth

Zip Code

Social Security Number

Username:
- Username must be between 6 and 50 alphanumeric characters

Mobile Number

Password:
- Must contain at least one number
- Must contain at least one upper case and one lower case letter
- Cannot contain more than two of the same characters consecutively
- Cannot be the same as the Username or SSN

* Username

* Create Password

* Confirm Password

* Secret Question 1    ---Please Select---

* Secret Answer 1

* Secret Question 2    ---Please Select---

* Secret Answer 2

* Secret Question 3    ---Please Select---

* Secret Answer 3

Cancel    Save

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**Review the confirmation message that informs you that your registration was successful.**
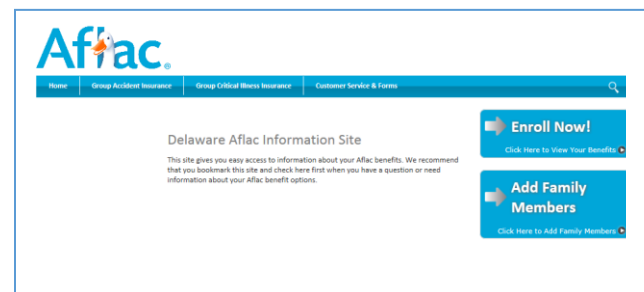
Select "*Next*" and you will be directed towards the Delaware Aflac Information Site.
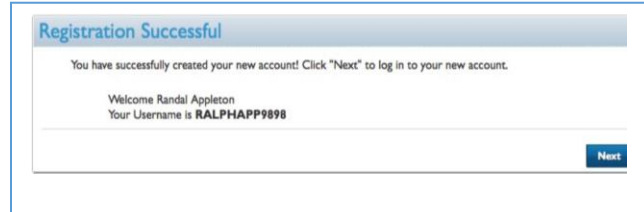


**Enrolling or Updating Benefit Elections:**

**Employees should click *"Enroll Now!"* or "Add Family Members"**

If an employee will be covering a dependent(s), it is best practice to add Family Members prior to making plan elections.



Employees will click "*Get started*" or "*Edit your Benefits*" to begin Aflac Benefit Enrollment Process.
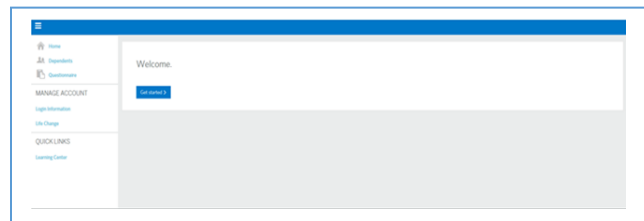


**Employees should follow all on-screen prompts in order to complete the enrollment process.**

**Employees may be asked to:**
-Confirm Personal Information (**Please Note**: *The State of Delaware does not provide SSN information to Aflac. The number you are seeing is your "substitute" SSN outlined at the beginning of the enrollment instructions.*
-Add Dependents
-**Answer "Tobacco Survey Questions"** *(These questions are required in order to apply for Aflac benefits and may result in a premium surcharge depending on response.)*

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Employees will "Begin Enrollment" or "Edit Coverage" under each eligible benefit and select who will covered under each plan.
 -Aflac Group Accident Insurance
 -Aflac Group Critical Illness Insurance- Employee
 -Aflac Group Critical Illness Insurance – Spouse (**Please Note**: A Spouse may only be enrolled if the employee is eligible to be enrolled)
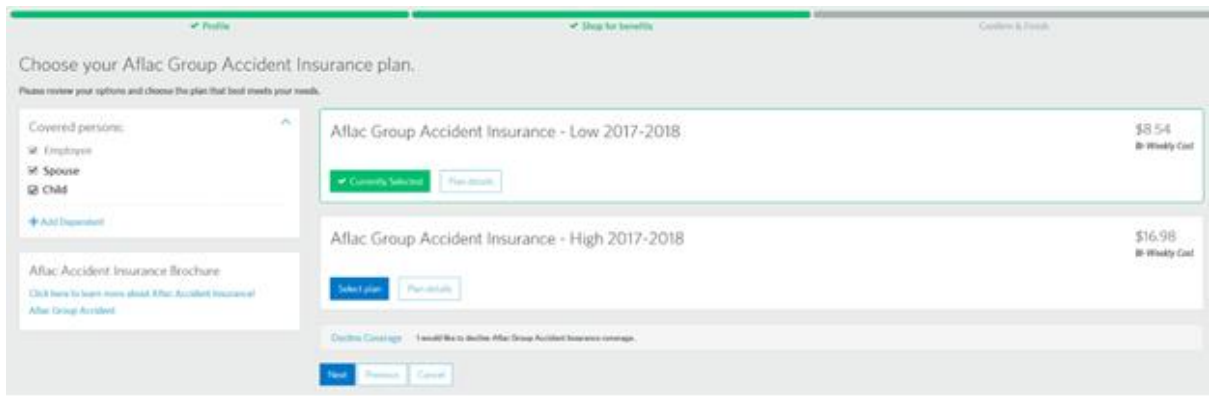
**Employees will indicate who will be covered under each benefit on the left side of the screen.**  Individuals with a checked box will be covered under the selected benefit.  The cost will update automatically based on the correct tier level for selected covered persons.

By Clicking "*Next*" the employee can move on to the next benefit.



**Review your benefit election information.**  The Cart Summary shows plan cost and contribution information. Continue enrolling in other benefits (If applicable).

**Select "*Save*" once you have completed all elections.**

**Select the "*Complete Enrollment*" button.**

**You will be returned to the home page and receive a "Congratulations" message at the top of the screen.**

**Review and print your "*Employee Detail Report*" for your records.**

**IMPORTANT:** *The "Employee Detail Report" will be required in order to make any corrections after the employee's initial eligibility period or annual open enrollment period has closed*.

**Log Out.**



BenefitFocus is the administrator of the Delaware Aflac Information Site. Employees experiencing technical problems with the site should call 1.866.822.8688 for technical support.

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